

# Heartland

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# Restaurant

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## Overview

This article describes enhancements and updates to the following components:

- ▶ POS
- ▶ Admin Console
- ▶ Online Ordering

## Enhancements

The following release notes detail the enhancements we have included in this release.

### HR-558 Send Main Menu Item to Multiple Kitchen Groups

**Description:** You can now set the POS to send a main item to multiple kitchen groups when it includes modifiers associated with multiple kitchen groups.

**Details:** In the Admin Console's Main Menu, click **Location Setup**, then click **Settings**. In the **Advanced Settings** area, we have added the **Ingredient Kitchen Group Behavior** list. In this list, if you select **Only One Kitchen Group**, the POS (and other apps) will only send a main item to its kitchen group, and it will only print or display in that group's kitchen printer or KDS display. If you select **Allow Many Kitchen Groups**, the POS will print or display a main item in multiple kitchen slips or KDS displays if it includes modifiers with ingredients associated with multiple kitchen groups.

For instance, if you order a main item associated with a "grill" kitchen group, then add one modifier with ingredients associated with a "sauté" group and a second modifier with ingredients associated with a "fry" kitchen group, the POS (and other app) will send the main item to all three printers or KDS displays. This feature can help kitchen staff determine which side items to include with a main item.

### HR-643 Support for QSR Kitchen Display System

**Description:** Heartland Restaurant now supports integration with the QSR kitchen display system.

**Details:** QSR Automations is an industry leader in restaurant automations software and hardware technology, providing a variety of solutions for restaurants through the ConnectSmart Kitchen display system, the DineTime table and guest management platform, and QSR Enterprise cloud services.

In order for a restaurant to utilize QSR solutions, the point of sale (POS) system must be integrated. QSR Automations relies on partnerships with POS programmers and vendors to develop interfaces to pass transactional data from the point of sale to QSR software. To this end, QSR provides POS partners several options for integration, both "in store", communicating with the local ConnectSmart KitchenServer application, and "above store", communicating with the QSR Enterprise platform.

For details procedures on how to configure Heartland Restaurant to use the QSR kitchen display system, see "[QSR Setup Guide for Heartland Restaurant](#)".

### HR-752 Fixed Price Discounts

**Description:** You can now define discounts that apply fixed prices to qualifying items.

**Details:** We have added the **Fixed Price** check box to the Discounts Settings screen. When defining a new discount, if you select the **Fixed Price** check box, the POS will apply a fixed price to qualifying items. You can set the fixed price in the **Amount** box. In the POS, if you apply the discount to a

qualifying item, the POS will reduce the price of the item to the fixed amount in the discount's settings. The POS will only apply the discount to items with prices higher than the discount's fixed price.

You can also define fixed price discounts with promotional codes that customers can use in the Online Ordering website and the Kiosk and Guest apps.

## HR-783 Net Sales Report

**Description:** We have added the Net Sales Report to the Admin Console.

**Details:** In the Admin Console's Main Menu, click **Reports**, then click **Net Sales**. The Net Sales Report screen includes list of the past twelve months, with the location's total net sales for each month. If necessary, owners can use this report to negotiate monthly rent with a landlord. If you click **Print**, the program will open the Print Preview window, allowing you to preview and print the report. In the **Export** list, you can select an export format for the report. If you select **PDF**, the program will export the report's information into an Adobe PDF file. If you select **CSV**, the program will export the report's information into a text file with comma-separated values.

## HR-911 Heartland Restaurant Includes Employee Sales Total in CAPI Exports

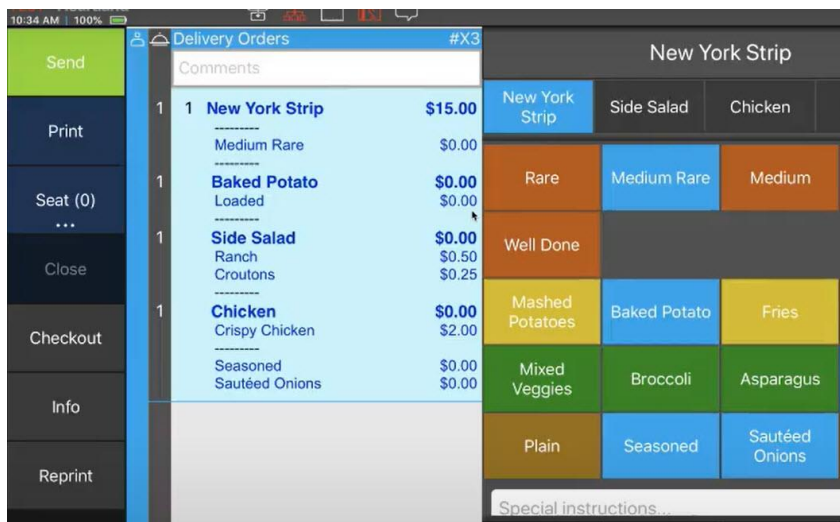
**Description:** Heartland Restaurant now includes employee sales information in its exports to the Central API service.

**Details:** Heartland Restaurant will now include employee sales information in its exports to the Central API service. For each employee included in the export, the program will include total gross sales totals, including totals for cash and non-cash sales, per shift and each job worked.

## HR-976 Subitem Sorting Options Added

**Description:** You can now modify how the POS sorts and displays subitems in the Order screen.

**Details:** In the Admin Console's Main Menu, click **Location Setup**, then click **Settings**. In the Location Settings screen, we have added the **Sort Subitems as Ingredients** check box to the **App Settings** area. If you select this check box, the POS will group and list subitems and ingredients together and display them below the main menu item that includes them.



In the Display Format Settings screen, we have also replaced the **Combine Subitems** check box with the **Sub Item Sorting** list. This controls enables you to modify how the POS sorts subitems in kitchen slips

and KDS displays. In this list, if you select **Sort as a Regular Item**, the POS will sort and list subitems with main menu items. If you select **Show Sub Items below Main Item**, the POS will group and list subitems below the main menu item that includes them. If you select **Sort Sub Items as Ingredients**, the POS will group and list subitems and ingredients together, below the main item that includes them.



## HR-1007 ECommerce Setup for Multiple Online Ordering Websites

**Description:** You can now configure an alternative Online Ordering website for accounts with multiple locations.

**Details:** We have added the ECommerce screens to the Admin Console. If an account includes multiple locations, these screens enable you to configure an Online Ordering website that includes a search function that enables customers to search for local locations.

In the Account Info screen, we have added the **Online Ordering Landing Page** check box. If you select this check box and click **Save**, the Admin Console will and display the **ECommerce Setup** submenu in the Admin Console's Main Menu. The **ECommerce Setup** submenu includes two screens, General and Online Ordering.

The General screen allows you to preview and edit the appearance of the logo that displays in the Online Order website. The Guest app will also display this logo in the account's tile. The screen displays a preview of the account's tile. If you click **Set Image**, the program will open the Logos page, allowing to select or upload a logo image to display in the location's tile. In the **Display Name** box, you can enter a name for the site.

The Online Ordering screen includes controls that determine the appearance and performance of the each location's Online Ordering website.

In the **URL Subdomain** box, you can enter the URL subdomain of the account's website. After typing an appropriate subdomain in the box, the program will create the website when you save your settings (by clicking Save), the program will create the website for Online Ordering service. After saving, if you click **.hrpos.heartland.us**, the program will access the new website.

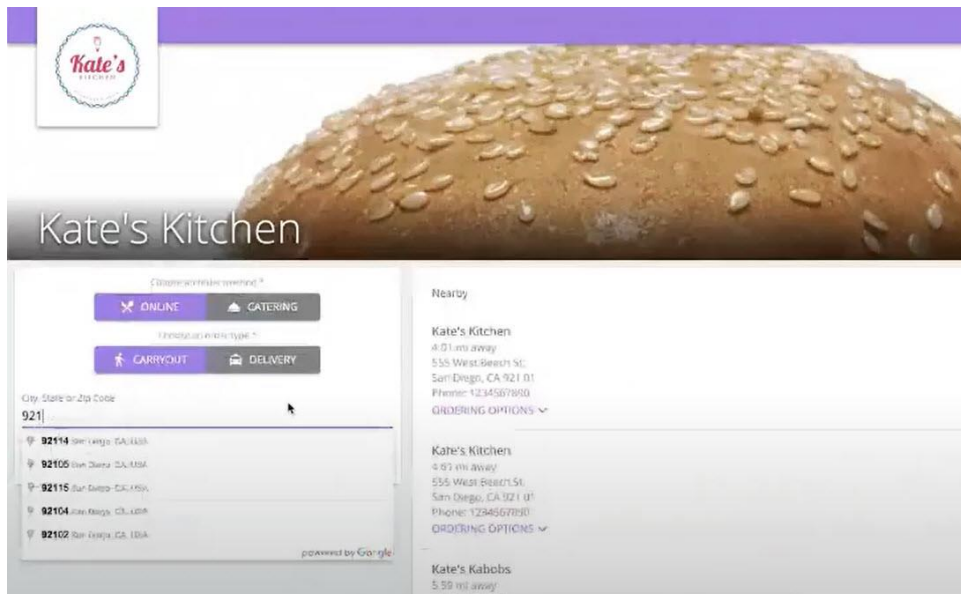
If you click the **Set Banner** box, the program opens the Change Banner window, allowing to select or upload a logo image to display as the banner in the location's website.

The **Primary Color** box enables you to set the color of the background in the website. If you click this box, the program displays a color panel. In this panel, you can select an appropriate color. The **Primary Text Color** list enables you to set the color of the primary text that displays in the site's website. In this list, you can select either black or white. The **Primary Color** box enables you to set the color of the background in the site's website. If you click this box, the program displays a color panel. In this panel,

you can select an appropriate color. The **Accent Text Color** list enables you to set the color of the accent text that displays in the site's website. In this list, you can select either black or white.

In the **Site Preview** area, the program displays a preview of the location's Online Ordering website. When you edit the appearance of the website, the panel enables you to preview the new appearance before saving your settings.

The Online Ordering website will display a list of the account's various locations, include each one's address, telephone number, and ordering options. In the **City, State, or ZIP Code** box, if a customer enters the name of a city or state, or enters a ZIP code, the website will sort the locations and display the locations that are closest at the top of the list. The customer can also filter the displayed locations by their available services (catering, delivery, carryout, and curbside pickup). If a customer finds a desirable location and clicks **Order Now**, the website then displays the regular Online Ordering menu screen.



## HR-1086 Print Online Order Tickets Immediately

**Description:** You can set the POS to print Online Order tickets as soon as they are received.

**Details:** We have added the **Print Checks Immediately on Received Orders** option to the Online Ordering and Catering settings. In the Admin Console's Main Menu, click **Location Setup**, then click **Online Ordering**. In the Online Ordering screen, click the **Online Ordering** tab. In the **Delivery** and **Carryout** areas, we have added the **Print Checks Immediately on Received Orders** check boxes. If you select the check box in the **Delivery** area, the POS will print checks for delivery orders immediately upon receiving them from the Online Ordering site. If you select the check box in the **Carryout** area, the POS will print checks for carryout orders immediately upon receiving them from the Online Ordering site.

In the **Catering** tab, we have also added the **Print Checks Immediately on Received Orders** check boxes to the **Delivery** and **Carryout** areas. If you select the check box in the **Delivery** area, the POS will print checks for delivery orders immediately upon receiving them from the Catering website. If you select the check box in the **Carryout** area, the POS will print checks for carryout orders immediately upon receiving them from the Catering website.

## HR-1099 Include Guest Name In Surveillance Data

**Description:** You can now include guest names in event data sent to third-party surveillance services.

**Details:** You can now set the POS to include guest names in surveillance data sent to a third-party surveillance services. In the Location Settings screen, if you enter an IP address in the **Surveillance Destination IP Address** box, the program will display the **Send Additional Surveillance Info** check box. If you select this check box, the POS will include the guest names associated with the transactions and event data that is sent to the surveillance service.

### HR-1121 Print and Export Customer Feedback Reports

**Description:** You can now print and export Customer Feedback Reports.

**Details:** In the Admin Console's Main Menu, click **Reports**, then click **Customer Feedback**. In the Customer Feedback screen, we have added the **Print** button and **Export** list. If you click the **Print** button, the program will open the Print Preview screen, allowing you to preview and print the report. In the **Export** list, you can select an export format for the report. If you select **PDF**, the program will export the report's information into an Adobe PDF file. If you select **CSV**, the program will export the report's information into a text file with comma-separated values.

## Updates

The following release notes detail the updates we have included in this release.

### HR-467 Copied Location Data No Longer Includes Override Prices

**Description:** When you copy a location's database, the Admin Console does not include "location override" prices for menu items.

**Details:** In previous versions, if you copied the database of an existing account to create a new account, then changed the price of a menu item, the POS may have used the price from the original database. In such cases, if the menu item in the original database was set with a location override, the item in the copied database would have retained the override price. We have corrected this, and now when you copy a database, the program does not include "location override" prices for menu items.

### HR-815 Online Ordering Section List Displays Options Properly

**Description:** In Online Ordering websites, the **Section** list now displays options on sites with only one menu group.

**Details:** In previous versions, if only one menu group was available in the Online Ordering website, you may have been unable to select a section in the **Section** list. When you clicked the **Section** list, the options would not display. If you reloaded the website, the **Section** list would have then displayed its options properly. We have corrected this, and now the **Section** list now displays options on sites with only one menu group.

### HR-1069 POS Combines Subitems Properly

**Description:** The POS now combines subitems properly in tickets received from Online Ordering.

**Details:** In previous versions, if you enabled the Combine Subitems setting, the POS may have failed to combine subitems for tickets received from the Online Ordering website. In the Display Formats screen, if you select the **Combine Subitems** check box, the POS will sort subitems immediately beneath their associated main items in kitchen slips and the KDS display. However, when printing or displaying orders from a ticket created in Online Ordering, the POS may have ignored the setting and listed subitems separated from their main items. We have corrected this, and the POS now combines subitems properly in tickets received from Online Ordering.

### HR-1092 POS Displays Recent Orders Properly

**Description:** When you select a returning customer and tap **Recent Order**, the POS displays the customer's orders properly.

**Details:** In previous versions, if you opened a new ticket, entered the phone number of a previous customer, selected the customer, then tapped **Recent Order**, the POS may have quit. We have corrected this, and now when you select a returning customer and tap **Recent Order**, the POS displays the customer's orders properly.

### HR-1123 Online Ordering Sites Automatically Inserts Guest Name

**Description:** The Online Order website now inserts guest names into the Card Information screen. .

**Details:** If you have set your site's payment gateway to use the AVS feature (requiring customers to enter full contact information when entering a new credit card), the Online Order website now inserts the customer's guest name into the Card Information screen. In the Online Order website, in the Checkout screen, if a customer enters a name, email address, and phone number, selects **New credit card**, then clicks **Submit Your Order**, the website will display the Card Information screen and automatically insert the customer's name into the **Name on Card** box.

Also, the website now requires the customer to enter all necessary information (street address, city, state, and ZIP code) before saving the card's information.

You can set the payment gateway to use the AVS feature by accessing the Payment Gateway Settings screen and selecting the **Full Billing Address Verification** check box.

### HR-1129 POS Doesn't Close When Paying a Check Twice With Credit Card

**Description:** The POS no longer quits when you pay a ticket a second time with a credit card.

**Details:** In previous versions, if you paid a ticket with a credit card, then tried to pay the ticket again, the POS may have quit. Specifically, if you added items to a ticket, entered a credit card's information, then added more items to the ticket, then selected the credit card, the POS may have quit and closed abruptly. This would not happen if you reentered the card's information. We have corrected this, and the POS no longer quits when you pay a ticket a second time with a credit card.

### HR-1155 POS Closes ItsaCheckmate Tickets Automatically

**Description:** On sites that use ItsaCheckmate, the POS now automatically closes paid tickets from Online Ordering.

**Details:** In previous versions, if your site uses the ItsaCheckmate service, the POS may not have automatically closed tickets received from the Online Ordering website. In the Admin Console, in the Online Ordering screen, you can set the POS to automatically close paid checks by selecting the Auto Close Tickets check box. However, on sites using the ItsaCheckmate service, the POS may not have ignored this setting for tickets received from the Online Ordering website. We have corrected this, and the POS now automatically closes paid tickets from Online Ordering.

### HR-1157 Mobilebytes Image Crop Overlay No Longer Disappears

**Description:** In Mobilebytes, the Image Library's crop overlay now appears properly.

**Details:** In previous versions of Mobilebytes, in the Image Library screen, if you uploaded a new graphic and tried to crop it, the crop overlay may not have displayed, preventing you from cropping the image. We have corrected this, and the crop overlay now appears properly.

### HR-1178 Refunds for Split Checks Applied Accurately

**Description:** When you apply a refund to a split check, the POS refunds the surcharge amount accurately.

**Details:** If you open a check in a room set to apply a surcharge, then split the check, the POS splits the surcharge between the two split checks. However, in previous versions, if you split a check with a surcharge, then performed a refund for one of the split checks, then removed an item from the refunded check, the POS may have then refunded the full amount of the room's surcharge, instead of just half. We have corrected this, and now when you apply a refund to a split check, it refunds the surcharge amount accurately.

### HR-1181 POS Now Applies Printer Permissions Correctly

**Description:** The POS now applies printer permissions correctly.

**Details:** In previous versions, the POS may not have applied printer permission settings properly. In such cases, the POS may have allowed staff members to access, edit, or delete a printer, even if they did not have permission to do so. We have corrected this, and the POS now applies printer permissions correctly.

### HR-1184 Save Online Ordering Settings Without Selecting Colors

**Description:** You can create an Online Ordering subdomain and save your settings without selecting a primary or secondary color.

**Details:** In previous versions, in the settings for Online Ordering, if you set a URL subdomain but did not select a primary or secondary color, the program may not have allowed you to save your settings. We have corrected that, and now you can create a subdomain and save your settings without selecting a primary or secondary color.

### HR-1187 POS Prints Receipts After Partial Approval Prompt

**Description:** The POS prints receipts immediately after you dismiss the Partial Approval prompt.

**Details:** In previous versions, if your site used the **Partial Approval POS Prompt** feature, the POS may have failed to print receipts for cash or credit payments. We have corrected this, and now the POS prints receipts immediately after you dismiss the Partial Approval prompt.

### HR-1210 Partial Payments with Pre-paid Gift Cards

**Description:** The POS now applies partial payments from pre-paid gift cards accurately.

**Details:** In previous versions, if a customer made a partial payment with a pre-paid gift card, the POS may have accepted it as a full payment of the ticket. We have corrected this, and the POS now applies partial payments from pre-paid gift cards accurately.

### HR-1217 Image Crop Overlay Now at Proper Size Displays

**Description:** In the Image Library screen, the crop overlay does not disappear or shrink when you select it.

**Details:** In previous versions, in the Image Library screen, if you uploaded a new graphic and tried to crop it, the crop overlay may have disappeared when you selected it, preventing you from cropping the image. More specifically, the overlay would shrink to a small size, too small to be clearly visible. We have corrected this, and the crop overlay does not disappear or shrink when you select it.